

SC DMH Patient Advocacy Report April 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	11	30
Harris	6	32
Morris Village	1	5
Hall	3	12
Tucker	0	2
BPH-Forensics	9	42
Mental Health Centers	34	142
Total	64	265

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	56	165
Information, Referral & Other Assistance¹	8	28

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	25	5	19	13	49
2) Admission & Discharge	12	7	6	4	25
3) Information & Advocacy	6	3	10	4	19
4) Physical Environment	2	6	3	3	11
5) Inpatient Rights	19	17	3	11	39
6) Personal Property & Money	6	12	8	5	26
7) Confidentiality & Consent	12	3	8	8	23
8) Treatment	11	0	121	36	132
9) Other Rights Issues	1	3	23	4	27
Total⁵	94	56	201	88	351

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	2	1		2	3
b. Excessive Restraint, Seclusion & PRNs	4			3	4
c. Sexual Abuse		1			1
d. Verbal Abuse or Violations of Dignity	17	2	16	6	35
e. Neglect	2	1	2	2	5
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	7	3			10
b. Community Placement (where)	3	2		2	5
c. Periodic Court Review					
d. Questions, Education & Other	2	2	6	2	10
3) Information & Advocacy					
a. Access to Advocacy	4	3	7	3	14
b. Access to Legal Resources					
c. Questions, Education & Other	2		3	1	5
4) Physical Environment					
a. Food Quality & Quantity	1			1	1
b. Linens, Clothes & Toiletries		2		1	2
c. Disrepair of Physical Plant	1	3	3	1	7
d. Cleanliness of Facilities		1			1
5) Inpatient Rights					
a. Privacy		3			3
b. Safety	1	1			2
c. Freedom, Privileges & Fairness	8	5		6	13
d. Communication	1	3			4
e. Health Care	9	5	3	5	17
6) Personal Property & Money					
a. Property	4	5		1	9
b. Money, Entitlements, Rep. Payee	2	5	1	1	8
c. Billing Issues			6	2	6
d. Other Non-DMH Issues		2	1	1	3
7) Confidentiality & Consent					
a. Access to Records & Information	5	3	5	4	13
b. Breach of Confidentiality	1		2	1	3
c. Issues of Consent, Confidentiality, etc.	6		1	3	7
8) Treatment					
a. Eligibility for Services	1		15	5	16
b. Accessibility to Staff & Treatment	2		54	9	56
c. Individualized, Client-Driven	3		52	21	55
d. Right to Refuse Treatment	5			1	5
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			10	1	10
f. Legal assistance for Non-DMH issues	1	2	12	3	15

